

ATANZ Complaints Policy

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Reviewed: 03/05/2021 by Shannon Hennig (Trustee)

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Rationale:

ATANZ recognises the importance of having a policy and set of procedures relating to any complaints that are made against it.

Purpose:

To have a fair policy and set of procedures for situations where complaints cannot be resolved between the parties themselves.

Procedures:

The grievance procedure will be exercised in a way that will ensure any person/organisation complaining has the opportunity to be heard and treated fairly, and that the complaint will remain confidential to the parties involved.

The procedures are to be worked through step-by-step. The procedures can be ended at the completion of any step, so long as both parties are satisfied. If not, continue to the next step. At any point of intervention, all parties have the right to have their supervisors and/or advocate and/or whānau/family support present.

Step 1: Approach ATANZ directly about the problem in the first instance. You may contact the Board Member directly, the Board Chair or email admin@atanz.org.nz

Step 2: If you are still not satisfied, provide a written description of the grievance to the ATANZ Chairperson with the word complaint in the subject line.

Note: This written grievance is a private document and will be seen only by the committee, the independent mediator and the person/organisation the complaint is directed at.

The committee typically is the chairperson and 2 members of the board who are available and deemed appropriate. The committee will not include any individuals that the complaint is directed towards.

Result: The Chairperson will notify the person/organisation making the complaint that the complaint has been received within 5 working days.

Step 3: The committee reads and discusses the complaint at their next meeting (normally following a Board of Trustees Meeting).

Step 4: The person/organisation that the complaint is about is notified of the complaint and given an opportunity to read the written complaint and respond to the committee.



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If the committee is unable to resolve the complaint at this stage, it moves to Step 5

Step 5: The committee brings in an independent mediator to hear from the person/organisation making the complaint and the person/organisation the complaint is against. The person/organisation making the complaint will be given two dates to choose from, and a meeting will take place within two weeks of the committee meeting.

If mediation is not successful, the complaint moves to Step 6.

Step 6: Three members of the committee, including the Chairperson, meet with both parties together with an independent mediator as facilitator, within two weeks of the previous meeting. From this meeting the three committee members will make a final decision and direct any action to take place. The person/organisation making the complaint will be able to choose from two dates for the meeting.

Step 7: The three members will report the decision to the committee, the person/organisation making the complaint and the person/organisation complained against, within 7 working days of the previous meeting.

Reference: Guidelines on developing a complaints policy from Consumer Protection
<https://www.consumerprotection.govt.nz/guidance-for-businesses/customer-returns-and-complaints/>